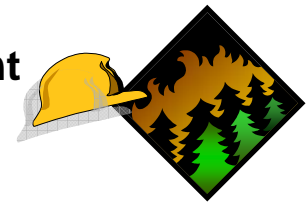


# Interagency Fire Program Management

Qualifications Standards and Guide  
<http://ifpm.nifc.gov>



## Center Manager Position Clarification August 23, 2005



### Background:

The IFPM Standard states that a high complexity dispatch center is an interagency dispatch center that supports more than one unit. These centers have a Center Manager and an Initial Attack Lead Dispatcher or Assistant Center Managers representing the major agencies supported by the dispatch center. A moderate complexity dispatch center is either an interagency dispatch center that supports more than one unit and at least one unit has a moderate program complexity, or a single agency dispatch center and that unit has a high program complexity. These centers have a Center Manager and an Initial Attack Lead Dispatcher or Assistant Center Manager. A single agency dispatch center may or may not have a Center Manager with the Initial Attack Lead Dispatcher supervising the center. A low complexity dispatch center would not have a center manager.



### Issue:

Confusion has arisen over the intent and implementation of the Center Manager position as identified in the IFPM Standard. Currently some Geographic Area Coordination Centers are implementing the IFPM minimum qualification standards for Center Managers where they are neither intended nor appropriate for use.



### Clarification:

The intent of the IFPM standard was to provide a consistent set of standards for Center Managers at the local level. Individuals in these positions provide a critical safety link for fire operations at the ground level. The Center Manager position identified in the IFPM Standard was intended for use at the local level in initial attack dispatch centers. While the duties being performed by Geographic Area Coordination Centers are critical, they are not providing the initial attack dispatching functions as defined by the IFPM Standard.

